



# ANNUAL REPORT 2010

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## MEDICAL CENTER DIRECTOR'S MESSAGE



### PRIDE IN SERVICE, PRIDE IN PLACE

My three years as Director of the Washington DC VA Medical Center (DCVAMC) have been among the most rewarding, challenging and exhilarating in my career. Leading this hospital and its nearly 3000 dedicated staff members and volunteers has brought me the greatest pride I've experienced in my 25 years of service to Veterans.

In 2010, my feelings of pride in service were boundless. The achievements of our team at the "Flagship of VA Health Care" have truly made measurable, positive differences in the care we provide to Veterans. In particular, our efforts to be a Veteran-centric medical center, where Veterans feel respected and valued as individuals have met with tangible success.

I am exceedingly proud of the excellent, quality health care DCVAMC provides. We achieved VHA's Gold Award status for patient safety in 2010 and were among the top VA facilities in quality health care performance.

Our communications and outreach programs have significantly raised awareness of our medical center and are so successful that we now enroll 300 - 500 new Veterans each month. Our two "Ladies' Nights" attracted hundreds of women Veterans who learned about VA health care and benefits in a warm and caring environment - and we made great progress in expanding services and enrolling Veterans residing in rural Southern Maryland.

Our culture of community service at the Flagship was recognized by the District of Columbia Hospital Association (DCHA) for our two major outreach events, the VA-Joint Forces Welcome Home for Returning Combat Veterans and the Winterhaven Homeless Veterans Stand Down.

Our innovative partnership with federal, state and local agencies has made strides toward our goal of ending Veterans' homelessness and is considered a VA Best Practice. In 2010, hundreds of capital area Veterans came out of the cold and settled into their own homes due to our efforts.

It is with pride in service and pride in place that I share DCVAMC's 2010 story of activities and accomplishments. As I go forward in my new role as Director of the VA's Capitol Health Care Network, VISN 5, I will always treasure the experiences and friendships made at the "Flagship of VA Health Care."

Fernando O. Rivera, FACHE  
Director, VA Capitol Health Care Network, VISN 5

## NEW CHIEFS



**Maria Llorente, MD**, Associate Chief of Staff for Mental Health, is board-certified in general psychiatry with qualifications in geriatric psychiatry. Her clinical interests include developing effective models of outreach to homeless Veterans and those with substance use disorders.



**Jacqueline Peterson**, Chief of Human Resources, has 21 years of experience in the fields of Human Resources and Information Technology. She previously served as a Human Resource Specialist at VA Loma Linda, California.



**Bennie R. Williams Jr.**, Chief of Prosthetics and Sensory Aids, has 20 years with DCVAMC. He previously served as Chief of Food Production Service. He also held positions in Supply Processing and Distribution and Environmental Management.

**Cover: Service of Remembrance**  
The Joint Armed Forces Color Guard presents colors at the Washington DC VA Medical Center's Service of Remembrance November 14, 2010. The Medical Center holds two private services for families of Veterans who have passed away at the hospital during the year. The service recognizes the strong bond formed among Veterans, clinicians, caregivers and family members.

**Back Cover:** DCVAMC's surgical team employs the latest robotic-assisted technology, da Vinci Surgical System, which reduces the size of surgical incisions and makes for quicker recovery times.

**For Your Information:**  
Unattributed quotations which appear throughout the Annual Report are from actual patient letters collected throughout the year.



## A VETERAN IS WED

In January, DCVAMC staff hosted a wedding for Veteran Joseph Wilson. It was Wilson's last wish to marry Denise Frazier, his long-time sweetheart, and the team of the Medical Center's Hospice and Palliative Care program made it happen. The wedding took place in the hospital's chapel and staff provided the reception. VA Chaplain Edgar Bankhead officiated. Fox TV News 5 covered the heartwarming ceremony. Mr. Wilson passed away within the month.



## PATIENT-CENTERED AND FAMILY-FOCUSED

In 2010, the Medical Center instituted many programs to promote patient-centered care, employee wellness and to engage Veterans' families. From a noise reduction campaign on the units to a talent show highlighting patients, volunteers and employees, the Flagship has advanced comfort, wellness and morale significantly this year. Our Fall into Fitness event offered healthy eating stations, exercise and dance. The new 24/7 visiting hours allow patients to identify the visitors they would like to have and when. Massage chairs, located throughout the facility, are great for a 10 minute stress relieving break. Patients discharged around the lunch hour get a boxed lunch to take with them. Diabetic patients and staff members appreciate the new diabetic vending machines offering sugar free drinks and snacks. Female Veterans appreciate the women's kits available on all inpatient units. DCVAMC has begun implementing an exciting new model for primary care - Patient Aligned Care Teams (PACT). PACT is the new word and the new mindset for delivering care to Veterans. These teams are unified in directing care toward the Veteran, coordinating that care comprehensively, and centralizing services in order to simplify the complex world of medicine into simply "We take care of Veterans."

## A NEW APPROACH TO DIABETES TREATMENT – LiVe

In 2010, DCVAMC launched the LiVe program, Lifestyle Intervention for Veterans, a holistic approach to treating Diabetes. Unlike traditional Diabetes treatment plans, LiVe incorporates exercise, diet, art and music therapy, stress management and spiritual support into an individualized management plan for Veterans. Nearly 300 Veterans are currently enrolled.

## WAR RELATED INJURY AND ILLNESS STUDY CENTERS

DCVAMC is home to one of three War Related Injury and Illness Study Centers (WRIISC) in the VA. WRIISC serves as a second opinion resource for the VA nationwide. In addition, WRIISC-DC provides a unique set of services for combat Veterans with chronic and difficult to

diagnose post-deployment health conditions. WRIISC-DC's use of complementary therapies such as acupuncture and meditation have been incorporated into the Flagship Medical Center's Veteran-centered approach to care.

## A HOME AWAY FROM HOME

Having family nearby can be the best medicine for a Veteran undergoing long term medical treatment. DCVAMC will open the doors of its Fisher House in May 2011. The new 20 bedroom Fisher House is being built as a public-private partnership to provide a home away from home for Veterans' families. In August 2010, a ceremony was held at the Fisher House site to lay a cornerstone in recognition of former Senator Robert Dole, a wounded WWII Veteran, and an advocate of Veterans' rights. Former Senator Elizabeth Dole represented her husband at the event.



Staff works out during Fall into Fitness event.

# VETERAN-CENTERED CARE

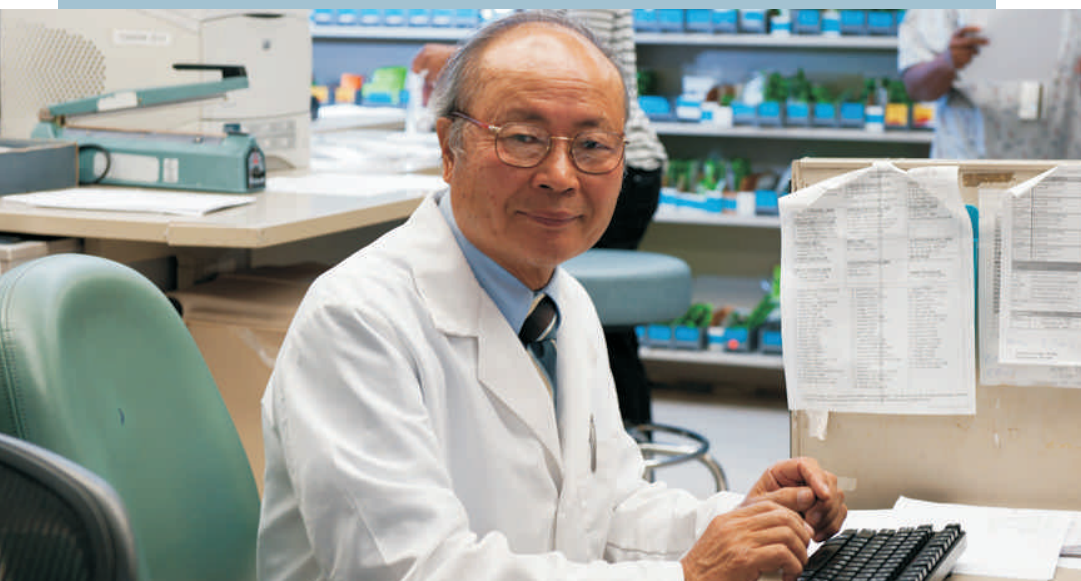
## MENTAL HEALTH CARE

In 2010, Mental Health Service made strides in improving the quality of life for Veterans struggling with psychiatric conditions. Our Mental Health team has been expanded and initiated Tele-Mental Health services at the Charlotte Hall community based clinic. The Emergency Department is staffed with a Mental Health professional 24/7 and a DCVAMC Veterans Justice Outreach Coordinator assesses and serves the needs of Veterans within the Justice system and those incarcerated.

Staff members have done extensive outreach to women and to returning combat Veterans to encourage these Veterans to utilize the services of our experienced mental health team who can provide support for those suffering PTSD, Military Sexual Trauma, substance abuse and depression, among other psychiatric conditions.

## PROSTHETICS AND SENSORY AIDS SERVICE

Prosthetics Service coordinates the selection, purchase or repair of prosthetics appliances, sensory aids, medical equipment and supplies for eligible Veterans. The Service performed more than 50,000 consults for items from surgical implants to eyeglasses. Prosthetics' staff offers eligibility counseling on VA benefits such as automobile adaptive equipment and clothing allowances. The Service processed over 700 clothing allowance applications in FY10.



The Pharmacy team is determined to fill prescriptions accurately and quickly. With great pride, the team achieved an average wait time of 22 minutes for outpatient prescriptions filled at the Medical Center. Their efforts have significantly improved the patient experience.

## FACILITY IMPROVEMENTS

### MEDICAL CENTER RENOVATION AND EXPANSION

From the moment you enter the Medical Center you can see the changes underway to enhance the patient experience. A new revolving door greets you and the atrium is bustling with patient services, such as the new Eligibility Office and a Clinic Registration (Centralized Check-in) area. The multitude of renovation and construction projects underway are all intended to improve convenience and service to Veterans of our nation's capital.

The planned enlarged Pharmacy will be conveniently accessible to Veterans from the main atrium of the hospital. Radiology, Gastroenterology, Dental and the Emergency Department have all been updated.

A \$9 million dollar project is transforming the 4C Wing into a new patient ward. Each room will offer a private rest room, a fold-down futon for guests and a computer work space.

The planned Women's Pavilion will triple the space of the current Women's clinic and offer more privacy, more exam rooms, a space for children to entertain themselves, a Tea Bar and a dedicated mammography suite.

### COMMUNITY-BASED OUTPATIENT CLINICS (CBOC)

DCVAMC operates four CBOCs providing primary care and some specialty care in communities closer to Veterans' homes. They are located in Alexandria, VA Charlotte Hall, MD, Greenbelt, MD and Southeast DC. In 2011, a new CBOC will be co-located at Fort Belvoir Hospital in Springfield, VA and another will be located adjacent to Joint Base Andrews on Allentown Road in Prince George's, Maryland.

### BUSINESS OFFICE

Thousands of Veterans are served by the dedicated staff of the DCVAMC Business Office. With an eye toward improving access and convenience for our patients and their family members, the hospital has relocated, refurbished and redesigned the Patient Travel office and the Agent Cashier office this year. The new offices make efficient use of space, are inviting and attractive and are conveniently located near the main thoroughfares of the Medical Center. Several Business Office functions that do not require face-to-face coordination with Veterans have been relocated to a satellite office in suburban Landover, Maryland.



“Your team has great compassion and concern for the patients you care for on a daily basis....”



A first in the VA System: In October DCVAMC opened Independence Way™, a mini-community rehabilitation center designed by Dr. Patricia Moore, internationally renowned industrial/environmental designer and gerontologist. In addition to the shopping area, Independence Way™ includes a small neighborhood with a walkway, doorway, metro stop and an ATM machine.

## VOLUNTARY SERVICE

In FY 2010, 699 volunteers generously gave their time and talent to the Flagship. That translates to 111,821 hours of service. Voluntary Service received donations of \$907,764.

## RECREATION THERAPY – NEW PARTNERSHIP FORMED

DCVAMC is partnering with the local U.S. Paralympics Sports Network to provide programs and sport camps to injured Veterans. The Paralympics Military Sports Camps introduce adaptive sports to beginners and help more skilled Veterans train for the Paralympics Games.

## AUDIOLOGY AND SPEECH PATHOLOGY

The testing booths in Audiology have been upgraded with the latest technology to enhance diagnostic capabilities, streamline clinical practices and enable new capabilities such as Telehealth.

## VISUAL REHABILITATION CLINIC

The Vision Rehabilitation Clinic works with Veterans with visual impairments to improve writing, orientation and mobility, activities in daily living and computer use. The clinic hosts a weekly Coping with Vision Loss group and holds a weekly Judo class to build strength, confidence and mental alertness.



Veterans get a weekly workout during their Blind Judo class.

## POLYTRAUMA PROGRAMS

### Physical and Rehabilitative Medicine (PRM)

DCVAMC cares for more than 15,000 new combat Veterans. The Medical Center provides a comprehensive Polytrauma program within its Physical and Rehabilitative Medicine Service (PRM). DCVAMC and DoD have established an intensive physical and rehabilitation program specifically for service members and Veterans with limb loss. Services include Physical and Occupational Therapy, Drivers Rehabilitation and an extensive recreation therapy program including golf, equestrian-assisted therapy, and kayaking. In 2010, PRM Service instituted TeleRehab at the Charlotte Hall CBOC in Southern Maryland. PRM Service exceeded all VA Traumatic Brain Injury (TBI) performance measures for timely contact with patients and comprehensive evaluations.



## EMPLOYEE of the YEAR

Anthony Maye, a housekeeper in Environmental Management Service, was named 2010 Employee of the Year. Maye distinguished himself by going above and beyond his scope of duty without hesitation.

# VETERAN-CENTERED CARE



## WORKING TO END HOMELESSNESS

DCVAMC has taken a leading role in responding to the Secretary's goal of ending homelessness among Veterans. By developing partnerships with federal, state and city agencies, DCVAMC has successfully streamlined processes for housing homeless Veterans. This consortium approach has helped DCVAMC to evaluate Veterans' needs and house Veterans more quickly. In 2010, DCVAMC found permanent homes for 315 Veterans from DC, 68 from Maryland Veterans and 33 from Northern Virginia. Currently 625 homeless Veterans are being case managed by social workers.

## OUTREACH AND ACCESS

Spreading the word about VA health care and making it easy for Veterans to enroll and access the "best care anywhere" is a significant goal of the Medical Center's outreach team. The Washington DC VA Medical Center increased its enrollment by nearly 7% in 2010 with outreach activities ranging from television "Takeover" programs, radio campaigns, large-scale special events like Ladies Night, the Joint Forces Welcome Home, Winterhaven Homeless Stand Down and an annual Job Fair. Hundreds of news releases and feature stories submitted to media and posted on our websites, Facebook, and Twitter have produced scores of newspaper, TV and web stories about our active Medical Center. And, our outreach team members have attended 4 to 6 community events each month, communicating about DCVAMC services and programs for Veterans – all with the goal of educating Veterans and encouraging them to use VA.

“Many thanks to everyone at the DCVAMC for their dedication to ending the cycle of homelessness amongst Veterans.”

– Secretary Eric K. Shinseki

## JOB FAIR

Compensated Work Therapy Program sponsored a Job Fair for Veterans in March 2010. Active duty military personnel and their spouses were also invited. Approximately 300 people attended the full-day event which included employers from the Department of Agriculture, the Social Security Administration, Knight Solutions, Sun Trust Bank, the Food and Drug Administration and support services such as the Disabled Veteran Outreach Program, the Henderson Hall Transitional Assistance Management Program and other state and local agencies.

## PATIENT SATISFACTION

The Medical Center continues to achieve high levels of patient satisfaction. Our efforts to continually monitor over sixty different aspects of patient satisfaction and report the results daily to staff members have met with significant success. For FY10 over 80% of inpatients patients polled indicated they were satisfied with the attention to privacy and the quietness of the hospital environment. Over 93% of outpatients reported their doctors and nurses communicated well and over 80% said they received their care quickly.



For the past three years, Secretary of VA Eric Shinseki and VISN 5 Director Fernando Rivera have shared their Christmas holidays, visiting Veteran inpatients and residents of DCVAMC.



# VETERAN-CENTERED CARE

## RURAL HEALTH

The Washington DC VA Medical Center has made it a priority to enhance timely access and excellent health care to Veterans residing in the rural sections of its catchment area. There are an estimated 38,000 Veterans living in Charles, Calvert and St. Mary's Counties. DCVAMC leaders are committed to supporting their health care and actively participate with county governments and community service organizations in identifying needs and developing plans to grow services. Currently nearly 9,000 Veterans from the area are enrolled for DCVAMC care, reflecting a 13% increase in enrollment since 2008. In 2010, the Charlotte Hall Community Based Clinic (CBOC) increased its staff, to include a women's health specialist, and came to an agreement with the state to add a modular unit that will increase clinic size by 2200 square feet. Telehealth services at Charlotte Hall include Dermatology, Rehabilitation, and Mental Health. A dedicated Rural Health Coordinator serves the community providing outreach and information about VA services. A transportation agreement has been established with Patuxent River Naval Health Clinic to assist in transporting Veterans with appointments at the main hospital.

## TELEHEALTH & HOME-BASED PRIMARY CARE

Using the latest video conferencing technology, 465 patients participated in our Telehealth program in the comfort of their own homes. The Medical Center provides everything needed for this home based care - from a simple monitor to help manage Diabetes to a two-way video unit for those with serious, chronic health issues who are being cared for at home. DCVAMC also uses Telehealth in several of its Community Based Outpatient Clinics to bring the services of mental health counselors and specialists, such as dermatologists and physical therapists, to Veterans who do not live close to the hospital. With Telehealth, Veterans receive the right care at the right time in the right place.

Nearly 100 Veterans participated in Home-Based Primary Care (HBPC) through DCVAMC in 2010. HBPC delivers routine health care, medication management and many other services to Veterans, allowing medically complex patients to be near family and to be cared for in the comfort of their homes.



**S**gt. Michael Beck shows-off his newly-adapted truck to Kenneth Steadman, MD.



**It is no surprise to me that the DCVAMC has been cited nationally for its accomplishments and outstanding service to our country."**

**T**he *New York Times* featured DCVAMC's "Paro" the robotic seal on the front page of the July 4 edition. This alternative therapy tool has improved social interaction in Alzheimer patients residing in our long-term care unit.





## NEW VETERANS OUTREACH

More than 1,000 Veterans and their family members attended the fourth annual DCVAMC Joint Forces Welcome Home Celebration at Bowie Baysox Stadium in June. Welcome Home is a major event connecting active duty military and new Veterans with the many services and people who make up today's VA. Over 70 community, state, and federal agencies participated. Welcome Home is an entry point venue dedicated to getting services directly to new Veterans.

Our partnership with the Marine Corps brought hundreds of Marines to DCVAMC's 2010 Joint Forces Welcome Home where they learned about VA health care, enrolled and registered for My HealtheVet.



## WOMEN'S HEALTH



### A SPECIAL NIGHT FOR WOMEN VETERANS

Ladies' Night was created by DCVAMC as a festive welcoming and informative event for female Veterans. The women-only program offers an accepting and supportive setting for women to engage with health care providers and begin to understand all that VA has to offer. The May event was so successful that a second Ladies' Night was held in November. Over 300 Veterans enjoyed this fall celebration of their service which included a gourmet reception, music and dancing, jewelry making – and of course, health and benefits support services.

### CARING FOR WOMEN VETERANS

More personnel were hired in 2010 for the Women's Health Clinic in order to serve the growing number of women Veterans seeking VA health care. A social worker is now on board to provide clinical psychosocial and case management services. Additionally, the Clinic hired a Breast Care and Mammogram Coordinator who will assist the Women Veterans Program Manager. Currently more than 4,400 women are enrolled for care at DCVAMC.

## GOING GREEN

### ENVIRONMENTAL INITIATIVES

More than 200 people attended DCVAMC's Cost and Conservation Awareness Festival which called attention to the importance of operational efficiencies to save funds and to protect our planet and its natural resources. Participating hospital units demonstrated how they incorporate green practices and partnering agencies provided specific ways people can make changes that have real environmental impact. The day-long event was created by the VA's Employee Suggestion Committee and the Green Environmental Management Service (GEMS) and included community partners such as PEPCO, Commuter Connections, and the Automobile Association of America. Howard Bernstein, WUSA9 TV Meteorologist, was Master of Ceremonies.

### OUR CARBON FOOTPRINT

The Medical Center seeks to engage all staff in protecting our environment. In 2010, DCVAMC created a web based tool for team members to connect and commute together. Our "Carpool Connections" site links employees who reside near each other. Bike lockers, located in the employee parking garage, provide a secure place for cyclists to park their bicycles and store their equipment. Employees are encouraged to car pool, use public transportation and cycle to work.



Dr. Neil Evans and Dr. Gustavo Marino frequently cycle to work.



# INNOVATIONS IN HEALTH CARE

“

I want to commend and thank you and your staff on a job well done. The care I receive is nothing less than great!”

## INNOVATIONS TO ENHANCE CARE

Many new technology improvements were implemented in 2010 at DCVAMC. This technology is geared toward improving patient care, patient safety and patient satisfaction. With our new Vocera mobile, hands-free voice activated communication system staff members are not tethered to their phones but can be reached immediately by simply saying with the word “Call” and the person’s name. Nurses’ response time to inpatients is improved, and the system is tied to the nurse call buttons in patient rooms. Dragon Medical, speech recognition software, is being used by 130 clinicians to dictate notes directly into the electronic health record. Physicians report that on average they save 22 minutes per day using this equipment and they like the system because their notes are more comprehensive, allowing for improved analysis of patient health issues. In addition to our award-winning EKGs on BlackBerries technology, DCVAMC now is working on putting echograms and lab results on BlackBerries so that critical care decisions can be made by clinicians from remote locations without the necessity of accessing a laptop. LodgeNet, a bedside concierge program, is available to inpatients through their room TVs. It gives patients information about hospital staff and services.

## NEUROLOGY

Our Flagship hospital’s Neurology Service is among the busiest in VA, treating traumatic spinal cord injuries and neurological diseases. The Service is spearheading a multidisciplinary program specializing in treating Multiple Sclerosis. Neurology boasts one of the most sophisticated laboratories in the world for diagnosing autonomic nervous system failure and also has one of the largest comprehensive sleep labs in VA. In 2010, Neurology Service added a highly specialized Interventionalist to perform epidural, nerve and facet blocks to provide instant pain relief for patients with chronic pain.

## RESEARCH

DCVAMC’s active research program encompasses many important health challenges faced by Veterans of the nation’s capital and beyond. The research budget is \$17,817,406. In FY10, the hospital expanded its studies to include: data management and biostatistics, clinical genomics, rehabilitation and neuroimaging. Research Service is participating in several major new research initiatives such as the Clinical Translational Science Award (CTSA) consortium, funded by the National Institutes of Health (NIH) which will effectively develop

collaborations across the city to support research that will improve the lives of at-risk and challenged populations. The Flagship is also a partner in the NIH-funded DC Developmental Center for AIDS Research and the VA Central Office-funded Tri-WRIISC MIND study of OEF/OIF/OND (Afghanistan/Iraq/Operation New Dawn) Veterans with traumatic brain injury and/or post traumatic stress disorder.

## HIV/AIDS

Our Infectious Diseases program increased support for HIV testing and HIV research in FY10. New grant funding enabled an expansion of HIV testing of Veterans in the outpatient and Emergency Departments. DCVAMC is the HIV research hub for more than 60 clinical sites, in five countries, all conducting a landmark study of when to most effectively begin treating persons with HIV infection.



Primary Care physician, Navjit (Nicky) Goraya uses Dragon Medical to enter clinical notes in the electronic medical record.  
Photo by Sean O'Brien

## EMPLOYEE RESOURCE CENTER

The Medical Center created a local online website, the Employee Resource Center (ERC), to give employees direct access to a variety of Medical Center activities and information including: Human Resources, Equipment Approvals, Facility Improvements, Benchmarking, Employee Handbook and more. This tool for making hospital operations more transparent builds leadership and responsibility among staff members.

## MY HEALTHeVET

As of FY2010, DCVAMC has enrolled and authenticated 4,972 Veterans in My HealtheVet, VA's award winning personal health management tool. My HealtheVet brings together clinicians, Veterans and family members in an online environment to optimize health care. Veterans use My HealtheVet to order prescriptions, track weight, chart their diets and keep a handle on appointments.

## JOINT VA/DOD DISABILITY EXAM SPEEDS BENEFITS TO VETERANS

The Integrated Disability Exam System (DES) is a VA/DoD all-in-one medical exam that determines fitness to return to duty and also rates the service member on any service-connected disability. This single exam cuts previous redundancies in medical exams and speeds along the transition from DoD health care to VA health care. DCVAMC was the pilot site for this program and now conducts about 1000 exams per month on active duty military members. All exams are completed within 30 days of the appointment request, a VA performance goal, with our average completion time an outstanding 22 days.

## PERFORMANCE MEASURES FY10

### DISEASE MANAGEMENT

#### Hypertension Well Controlled (Goal – 77%)

Veterans Health Administration	79%
Washington DC VA Medical Center	82%

#### Diabetes Mellitus, Hypertension Well Controlled (Goal – 70%)

Veterans Health Administration	72%
Washington DC VA Medical Center	84%

#### Cholesterol, After Heart Attack Well Controlled (Goal – 66%)

Veterans Health Administration	69%
Washington DC VA Medical Center	73%

#### Community Acquired Pneumonia Antibiotics (Goal – 95%)

Veterans Health Administration	94%
Washington DC VA Medical Center	85%

### RECOGNIZED IMPROVEMENTS FY10

#### Obese Patients Screened/offered Weight Management (Goal – 90%)

Veterans Health Administration	95%
Washington DC VA Medical Center	98%

#### Offered Medication to Assist with Smoking Cessation (Goal – 63%)

Veterans Health Administration	94%
Washington DC VA Medical Center	98%

#### Screened for Depression every year (Goal– 90%)

Veterans Health Administration	97%
Washington DC VA Medical Center	96%

#### Pneumococcal Vaccination - Outpatient (Goal – 94%)

Veterans Health Administration	95%
Washington DC VA Medical Center	96%

#### Screened for PTSD at regular intervals (Goal – 95%)

Veterans Health Administration	95%
Washington DC VA Medical Center	100%

### ACCESS TO CARE FY10

#### Patients (New) Seen Within 14 Days of Request Audiology (Goal – 84%)

Veterans Health Administration	80.50%
Washington DC VA Medical Center	95.20%

#### Cardiology Clinic (Goal – 84%)

Veterans Health Administration	85.00%
Washington DC VA Medical Center	97.50%

#### Dermatology Clinic (Goal – 84%)

Veterans Health Administration	83.30%
Washington DC VA Medical Center	97.60%

#### Eye Clinic (Goal – 84%)

Veterans Health Administration	84.00%
Washington DC VA Medical Center	99.10%

#### Primary Care Clinic (Goal – 83%)

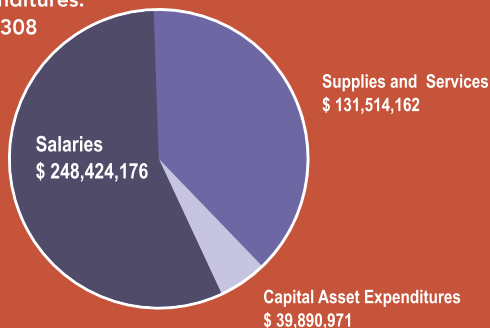
Veterans Health Administration	82.60%
Washington DC VA Medical Center	88.80%

**Data Source:** VSSC Report New and Established Patients (Completed Appointments) – Top 50 Clinics

### Revenue

Medical Care Appropriations	\$ 394,241,511
Medical Care Cost Recovery	\$ 23,299,019
Reimbursements	\$ 2,288,778
<b>Total Revenues</b>	<b>\$ 419,829,308</b>

**Total Expenditures:**  
\$ 419,829,308



Furnishings	\$ 2,157,990
Equipment	\$ 22,139,731
NRM Construction	\$ 13,627,970
Minor Construction	\$ 15,191,898

**Employees (FTE)** 2,068



**DCVAMC Executive Leaders:** Dr. Ross Fletcher, Chief of Staff; Paula Gorman, Assistant Medical Center Director; Fernando O. Rivera, VISN 5 Network Director; Geri Feaster, RN, Nurse Executive; Michael Dunfee, Associate Medical Center Director.



“

The physicians collaborate with the nursing staff to provide care that strengthens the spirit as well as the body.”



Celebrating our Diversity: Asian Pacific American Month was celebrated with an event sponsored by the Office of Diversity & Inclusion which included the Wong People Chinese Dragon Lion Dancers.

## DISABILITIES AWARENESS FORUM AND DIVERSITY AWARD

DCVAMC played host to the Disabilities Awareness Forum in March 2010. The forum offered insight into hiring practices for Veterans and those with disabilities. Guests included keynote speaker, Tammy Duckworth, Assistant Secretary for Public and Intergovernmental Affairs, as well as panelists from the Environmental Protection Agency and the Federal Aviation Administration. In June, DCVAMC was honored by the Institute for Diversity in Health Management, an affiliate of the American Hospital Association, for its leadership in diversity management. The Medical Center was ranked “Best in Class” in three categories: expanding the diversity of the organization’s governance body and leadership team; strengthening a diverse workforce throughout the organization; and delivering culturally and linguistically competent patient care throughout the organization.

## A W A R D S

- Robert W. Carey Performance Award (Achievement Level)
- Gold Cornerstone Award by National Center for Patient Safety
- DVTeam Award for prevention of Deep Vein Thrombosis
- Quality Respiratory Care by the American Association for Respiratory Care
- Sigma Theta Tau International, Inc. Twenty-seven (27) Washington DC VA Medical Center nurses are among the “Top 100 Extraordinary Nurses” in District of Columbia
- Haynes Rice Community Service Award by DCHA for Welcome Home Celebration and Winterhaven Homeless Stand Down (Paula Gorman and Jean Langbein)
- Best in Class by Institute for Diversity in Health Management
- 2009 James H. Parke Memorial Youth Scholarship Award - Marwah Ahmed (Volunteer)
- 2010 George W. Seal Award by Disabled American Veterans - Joe Patterson (Volunteer)
- VHA Mark Wolcott Award for Clinical Excellence – Mitchell T. Wallin, MD
- National Association of VA Physicians and Dentist (NAVAPD) Jesse Brown Award - Clarence Cross, PhD
- William J. Gies Award, American Association of Dental Research and the International Association for Dental Research

### TOP DOCTORS

DCVAMC physicians were once again recognized as “Top Doctors” by *Washingtonian* magazine. The “Top Doctors” list reflects a poll of area-wide physicians who were asked “If someone in your family were sick, whom would you call?”

DCVAMC physicians in the 2010 Top Doctors List are:

- Dr. Arnold Oshinsky, Ophthalmologist
- Dr. Elizabeth Cobbs, Geriatric Medicine Physician
- Dr. Gregory Trachiotis, Cardiothoracic Surgeon
- Dr. Vincent G. Desiderio, Jr., Orthopedic Surgeon

### TOP NURSE

In 1965, a young nursing graduate arrived at DCVAMC with a new LPN certificate, an incredible work ethic, and great devotion to caring for Veterans. Her career success is a testament to her talent and determination and the opportunities VA offers its employees. When she announced her retirement in late 2010 she was DCVAMC’s top nurse, Chief Nurse Executive Geraldine Feaster.







Department of  
Veterans Affairs



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